

FOR IMMEDIATE RELEASE
Friday, December 12, 2003

(R-2515)
202/273-1991
www.nlr.gov

NLRB OFFERS TOLL FREE INFORMATION SERVICE

Arthur F. Rosenfeld, General Counsel of the National Labor Relations Board announced today that the Board is launching a toll free telephone number, to make it easier for employees, employers, and unions to get help with questions and complaints of discrimination under the National Labor Relations Act. The toll free number is,

1-866-667-NLRB
(1-866-667-6572)

The NLRB administers and enforces the National Labor Relations Act. It conducts secret ballot elections to determine whether employees desire union representation, and investigates and remedies unfair labor practice charges.

Starting the week of December 15, 2003, callers may call the toll free line to hear a general description of the Agency's mission, to talk with an Information Officer in one of the Board's 32 Regional Offices, or to receive a referral to other government services. The new toll free line is expected to provide members of the public with easy access to the National Labor Relations Board's Regional Offices and an enhanced opportunity to discuss employment-related concerns with the Agency's staff.

In announcing the new program, NLRB General Counsel Arthur Rosenfeld stated, "The purpose of the National Labor Relations Board is to protect the rights of employees, labor organizations and employers established in the National Labor Relations Act and protect the practice of collective-bargaining when that is the free choice of employees. That purpose can be better served when individuals have ready and cost-free access to information about the NLRB and expert and professional responses to their questions. The Board's new toll-free telephone number will provide that access."

The toll free number is equipped to accommodate English and Spanish speaking individuals. Hearing impaired citizens may contact the Agency's TTY service at

1-866-315-NLRB
(1-866-315-6572)

After hearing a brief introduction, callers will be linked automatically to the National Labor Relations Board's (NLRB) Regional Office servicing the geographic area from which they are calling. During normal local business hours, Information Officers will be available to respond to callers' questions, assist workers in understanding their rights and assist employers in understanding and meeting their obligations under the law. Callers may also request the NLRB's publications and forms through the toll free number, or the Agency's website, <http://www.nlr.gov/>.

Toll free access is a part of the agency's ongoing effort to focus resources on customer service.

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